

## **FOOD STAMP ERROR REDUCTION WORKGROUP ACTIVITY SUMMARY**

### **COMPLETED/CLOSED PROJECTS**

<b>Begin Date</b>	<b>End Date</b>	<b>Issue – Action Item</b>	<b>Process/Status</b>	<b>Desired Outcome</b>	<b>Result</b>	<b>Next Steps</b>	<b>Lead</b>
<b>PROSPECTIVE BUDGETING</b>							
7/00	4/01 1/12/01 2/20/01 3/19/01 4/01	Prospective Budgeting <ul style="list-style-type: none"> <li><b>Policy Ops Memo</b> 01-01</li> <li><b>ETN</b></li> <li><b>Q&amp;A Ops Memo</b> 01-18</li> <li><b>Workshops</b> at PA Conference</li> </ul>	Committee reviewed Ops Memos and recommended workshop.  Completed	Clarification needed for workers on correct procedures	Surveys from PA conference indicates workers think the changes helped them to understand prospective budgeting better	Change Reporting Waiver	Amy Mendel-Clemmens
06/01	06/01	<b>Change Reporting Options</b>	Provided input to Program Simplification workgroup.  Not taken as an ongoing project.	To make it easier for clients to report only required changes and to make it easier for workers to come up with an estimate for a household that will remain the same until the next review.	Farm bill includes provisions for semi annual reporting.  Full analysis being done by Program Simplification Workgroup.	Provide further input as requested	Sara Pynenberg
02/01	11/01	Training on Prospective Budgeting and irregular income sources – <b>“Working 9 to 5...Not!”</b>	Training program developed by Training Unit. Offered as ongoing training session  Completed	To apply prospective budgeting concepts for income sources where income is irregular or fluctuates.	Training is offered as a level 4 session throughout the year for new and ongoing staff		Jenny Thompson
02/01	09/01	Training on Child Support Budgeting – <b>“KIDS to CARES to Case Comments”</b>	Training program developed by Training Unit. Offered as ongoing training session Completed.	To identify child support income in KIDS and apply prospective budgeting concepts to child support	Training is offered as a level 4 session throughout the year for new and ongoing staff		Staci Wanty
<b>ALERTS</b>							
08/00	09/00	<b>Issue Paper on Alerts to IMAC</b>  Recommend development of an advisory committee representing all programs to focus solely on alerts.	Issue paper developed by the committee and submitted to IMAC.  CARES Staff stated they recognize this as a significant issue, but changes must be folded in with other priority CARES work.  Alert issues were added to the CARES Strategic Plan and the priority list.	This was identified as the workgroup’s highest priority for several reasons: the numbers of alerts, wording, sorting, lack of organization. Alerts drive workers crazy!	The response to the paper helped the committee realize that many payment accuracy issues are CARES related but changes take time due to competing priorities for programming time.  As a result, the workgroup has focused on more tangible projects and will continue to track our CARES-related recommendations.	Review Respond to the CARES Strategic Plan.  Change focus away from CARES issues  Possibly look later at a less aggressive approach – rewording, change priorities, etc.	Jackie Bennett

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02/01	4/13/01	Alerts Training at PA Conf. <b>“Cosmic Case Management – Data Matches/Alerts”</b>	Workshop developed for PA Conference on managing alerts and data matches. Completed	To be sure workers know how to use alert sort features and review the alert disposition process.	Workshop reached only those specific workers who attended.		Staci Wanty
5/02	10/02	<b>Draft Another Position Paper</b> With Recommendations Regarding Alerts	Focus on the following: <ul style="list-style-type: none"> <li>Eliminating alerts not needed or not used</li> <li>Rewording alerts that are unclear</li> <li>Identify alerts specifically important to FS payment accuracy.</li> </ul> 10/02: Position paper dropped for now due to formation of state alert workgroup	To develop an initial strategy to improve alerts. A portion of the recommendation will attempt to focus on alert changes that can hopefully be accomplished without major programming changes. Long term approach to this issue.	The committee has divided into subgroups for each of the 3 focus areas.  Recruited input from FS Policy E-Committee	Produce the final report.  Submit to IMAC  Forward the issue for further development by IT Subcommittee	Jackie Bennett Entire Committee
06/02	09/02	<b>Alert workgroups (Eliminating, Rewording and FS Error Prone)</b> formed to collect issues related to three topical areas of alerts	Groups worked independently and came up with collective recommendations of individual members. Information reported and submitted to state alert workgroup in September.  Subgroup work completed	To identify needed changes to the alerts in a manner that could have a more immediate impact and not require extensive programming. i.e. deleting alerts, rewording and setting priority.	Initial work from the subgroups have been added to the state workgroup agenda. State workgroup will continue to consult with FS ER committee on an ongoing basis.	Respond and provide input to state workgroup as requested. Workgroups may or may not need to reconvene as this step will go through whole committee.	Jenny Thompson – Rewording  Sara Pynenberg – Elimination  Mike McKenzie – FS Error Prone
<b>DATA EXCHANGE</b>							
02/01	4/13/01	Data Exchange Training at PA Conf. <b>“Cosmic Case Management – Data Matches/Alerts”</b>	Workshop developed for PA Conference on managing alerts and data matches. Completed	Review the process of resolving data exchange crossmatches	Workshop reached only those specific workers who attended.		Staci Wanty
<b>Notes Regarding Data Exchange:</b> <ul style="list-style-type: none"> <li>Many issues related to Data Exchange overlap with Alerts</li> <li>A Data Exchange workgroup has developed so issues identified as priorities by this committee will be forwarded to the Data Exchange Workgroup</li> </ul>							

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<b>FRAUD/CHANGE REPORT/CLIENT EDUCATION</b>							
07/02	01/01	<b>Change reporting ads on city busses, TV spots, billboards, radio PSA.</b>	Cost analysis done in 4 cities (Madison, Kenosha Milwaukee, Racine).  Dropped.	Place change reporting information in non-traditional places to draw attention to the responsibility to report.	Cost prohibitive compared to other options. Committee changed focus to other, more direct contact methods.	Look at posters, direct mailings, in-house videos, etc. that are more immediate at lower cost	Marcia Williamson
01/01	06/01	<b>Change reporting folders</b> for clients	Proposal and design completed.  Folders distributed to agencies with OM 01-35	Deep pockets, place for ES business card, and reporting requirements will help clients keep required documents in one place for the following review and reminder of what needs to be reported when. More personal than PSA's.	Folders and OM 01-35 preceded MA simplification in an attempt to reinforce reporting/verification requirements for FS  Affect will be measured through client and local agency surveys (see separate listings related to these activities).	Client survey conducted by state QC staff to see if client is aware of reporting requirements (done)  Check usage and perspective from local agencies (done)  Follow-up QA Tip on DXBM (done)	Lisa Hanson
09/02	10/02	<b>Agency Survey regarding Change Reporting Folders</b>	Conduct local survey to determine if folders are being used and worker opinion of usefulness  Completed 10/02	To determine if folders are being distributed, and if clients use and return with them.	Use is varied, but generally consistent. Used at intake as intended	Continue making folders available. Funding for printing may be future issue	Lisa Hanson
04/01	10/02	<b>Change Reporting Posters</b>	Poster content and design established in 2001. Posters went to print 5/02 (1500).  Distributed to agencies	Posters in each worker office will remind client to report changes.	Follow-up activities to measure affect will be identified.	Proposal made to issue 8 ½ x 11 version of poster at eligibility review.	Lisa Hanson

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			through regional meetings				
10/01	4/02	<b>Client Reporting Requirements</b> Survey Conducted by State QC Reviewer During Home Visit	Survey developed and cleared with QC supervisor. Conducted 4/02 by state QC (5/02 in Milwaukee)  Survey complete	To identify: <ul style="list-style-type: none"> <li>What change reporting information is being given by the worker</li> <li>What change reporting information is being understood, heard or kept by the client</li> <li>If change reporting folders are being given and/or used</li> </ul>	Survey responses varied, but will be shared: <ul style="list-style-type: none"> <li>Publish the report in the Fall ONSPI online newsletter</li> <li>Develop QA tip to remind staff to cover change reporting</li> <li>Share information with agencies at Management Evaluation Review</li> </ul>	Repeat yearly to measure success of client education	Pat Woldt
10/01	1/02	<b>“800” Phone Number</b> for FS Customer Information	Looked into cost of providing this service. Very expensive.  Dropped	Provide a pre-recorded message regarding FS interview, rights & responsibilities, what to bring with, what to report.	Very costly and value is questionable. Look at other options	Possible discussion for a web site for clients to access  DHFS may pursue later - MA info line	Sara Pynenberg
<b>FS CASE MANAGEMENT</b>							
03/01	08/01	<b>Supervisor Forums</b>	Forums held on 8/22 in Waukesha, 8/28 in Cable and 8/29 in Stevens Point  Completed	Identify ways to assist supervisors to help their line staff and balance all of the different tasks they must perform every day.	Evaluations were excellent.  Recommendations to continue.	Look at holding another forum in spring 2003.	Staci Wanty
11/00	1/01	<b>Review of CARES Plans</b> for SFY 2001-2002  1. FS Error Reduction Issues  2. Comparison of the plan to specific issues raised by the committee	Entire plan was reviewed and each item related to FS error reduction identified and potential for fiscal impact annotated.  Submitted to CARES Strategic Planning Committee through Chris Williams	To draw attention of the Strategic Planning Committee the need to prioritize CARES fixes or changes needed based upon the fiscal impact they have on FS errors.	No response from the committee. Some changes have been implemented	None, unless committee input is requested again.	Jackie Bennett and Mike McKenzie

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04/01	07/01	<b>Summary of all changes</b> given to ESS in CY 2000	Comprehensive list developed of all documents and changes to come across ESS/FEP desk. Completed	To be used as a tool for ES/W2 managers to illustrate the volume and complexity of the positions' duties.	Shared with IMAC Workload Reduction Committee to be used as a proactive tool when addressing workload issues.		Tom Prete
10/01	10/02	<b>Interviewing Training</b> (Tim Gard)	Mandatory ½ day training for all ES staff to focus on investigative interviewing.  Completed: Fall 2002	Payment accuracy relies on asking the right questions, and focusing on the client rather than the CARES screen. How to conduct the interview to obtain pertinent information.	Reinvestment dollars used to secure training contract with Tim Gard who developed a custom training program.  Training dates secured.	Feedback and follow-up activity will be needed to measure results	Lisa Hanson
04/02	07/02	<b>ONSPI Online Newsletter</b>	Newsletter will feature relevant information related to ONSPI activities, error reduction and best practices	Will recognize those with low error rates or outstanding achievements. Provides a vehicle to notify agencies of activities, events, etc.	First issue published 7/02. Feedback initially positive.		Sara Pynenberg
<b>IVA/IVD INTERFACE</b>							
<b>Note: Committee has not visited this issue to date. The primary focus on this topic:</b> <ul style="list-style-type: none"> <li>Alerts generated by the interface. This will be addressed in the alerts position paper currently in process</li> <li>Automating the entry of child support. This issue is best addressed by the IT Subgroup although this committee would be willing to provide input if needed.</li> </ul>							
<b>FSET EXEMPTION – AIWS PLACEMENT IN CARES DRIVER FLOW</b>							
07/00	11/00	<b>AIWS</b> Needed in Driver Flow	Change made in CARES on 11/29/00 – completed	Reduce a frequently recurring error element.	Fix went into place	See if fix was sufficient or if errors still occur. More direct placement of AIWS may be needed	Mike McKenzie
<b>TANF CODING/ISSUES</b>							
<b>Note: CARES changes have been made to address some of the committee's concerns. The committee will revisit this issue if it is identified to continue to be an error-prone element.</b>							
<b>BENEFIT RECOVERY</b>							
<b>No activity specific to this topic to date.</b>							
<b>“WPFN” CAPABILITY ON ES SIDE</b>							
<b>Notes:</b>							

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<ul style="list-style-type: none"> <li>This issue continues to be on the “wish list” for the FS Error Reduction Committee, however in light of the potential time commitment required to affect this programming, the committee has not aggressively approached this issue.</li> <li>Discussion has suggested Data Warehouse may be the answer, however the information on Data Warehouse is not updated as frequently as WPFN within CARES.</li> <li>A new member to the committee from the CARES project may be able to give some insight for an approach.</li> <li>With the development of the new IT Committee, this may be a topic for their consideration.</li> </ul>							
<b>FORMULA TO RETURN SOME INVESTMENT \$\$ TO LOCAL AGENCIES</b>							
01/02	07/02	Approve <b>Funding for Local Agency Error Reduction Initiatives</b>	Announcement out 1/02 Responses due 2/02 Plans reviewed Feb/Mar Sent to FNS for review  Projects approved & counties notified in July 02	To enable reinvestment dollars to go directly to counties to implement local error reduction strategies.	Awards granted to agencies meeting criteria based on several measurement factors. FNS provided input on final awards. Awards announced in ONSPI online newsletter.	Plans require an evaluation component – will be reviewed at the end of the project.	Lisa Hanson Entire Committee Participation
<b>IDENTIFY WAYS TO SPEND REINVESTMENT DOLLARS (&amp; PA CONFERENCE INPUT)</b>							
<b>Note: This has been an ongoing part of committee progress. Most initiatives developed by the committee have fallen into reinvestment funding, and many topics have found their way to the PA Conferences.</b>							